
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the written examination for the **Social Services Career Trainee** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. WRITTEN COMMUNICATION**(16 Questions)**

Employees in this job must prepare clear and comprehensible case documentation, casework decisions, and effective communications to customers. This section of the exam assesses your knowledge of proper sentence and paragraph structure and business composition development. Test question topics include:

- Determining the sentence that represents the most effective use of English from a group of four sentences;
- Use of proper business English (grammar, sentence structure, word usage and punctuation);
- Sentence order and paragraph structure.

II. SITUATIONAL ASSESSMENT SKILLS**(14 Questions)**

Situational assessment skills are essential to the successful performance of this job. Employees must be able to assess customer needs and competencies, and apply general rules to specific situations and make case decisions. Test question topic includes reading passages and making a case decision based on information presented.

III. READING COMPREHENSION**(12 Questions)**

A critical component of this job involves reading, understanding and interpreting agency public assistance programs, policies, procedures and eligibility requirements. This section of the exam tests your ability to read and comprehend various written material by presenting passages to read and asking questions that require the interpretation and extraction of pertinent information.

IV. MATHEMATICS**(10 Questions)**

It is crucial that an employee in this job be able to accurately add, subtract, multiply, divide and understand the use of percentages in order to determine public assistance benefit amounts. This section of the exam assesses your competency in making mathematical computations. Test question topic includes reading passages and performing mathematical calculations based on the information presented.

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V. INTERVIEWING**(10 Questions)**

Employees in this job must be able to elicit work history and educational information as well as other personal data from customers to obtain information pertinent to their applications, and to identify customer goals, eligibility for programs, and participations levels. The questions in this section test your ability to elicit this type of information from applicants using common interviewing techniques.

VI. INTERPERSONAL RELATIONS**(10 Questions)**

Employees in this job must be able to maintain satisfactory working relationships with the public, coworkers and supervisory staff. This involves the ability to convey necessary information in a tactful and diplomatic manner under difficult situations. This section assesses your skill in interpersonal relations with the public and staff members.

- How to effectively respond to questions posed by the public;
- Methods used to promote a positive relationship with a supervisor;
- Techniques used to enhance working relationships with other staff;
- Methods used to promote a favorable impression of the agency and state employees among the general public.